

Exchange

The latest and future developments of
Pega Infinity™



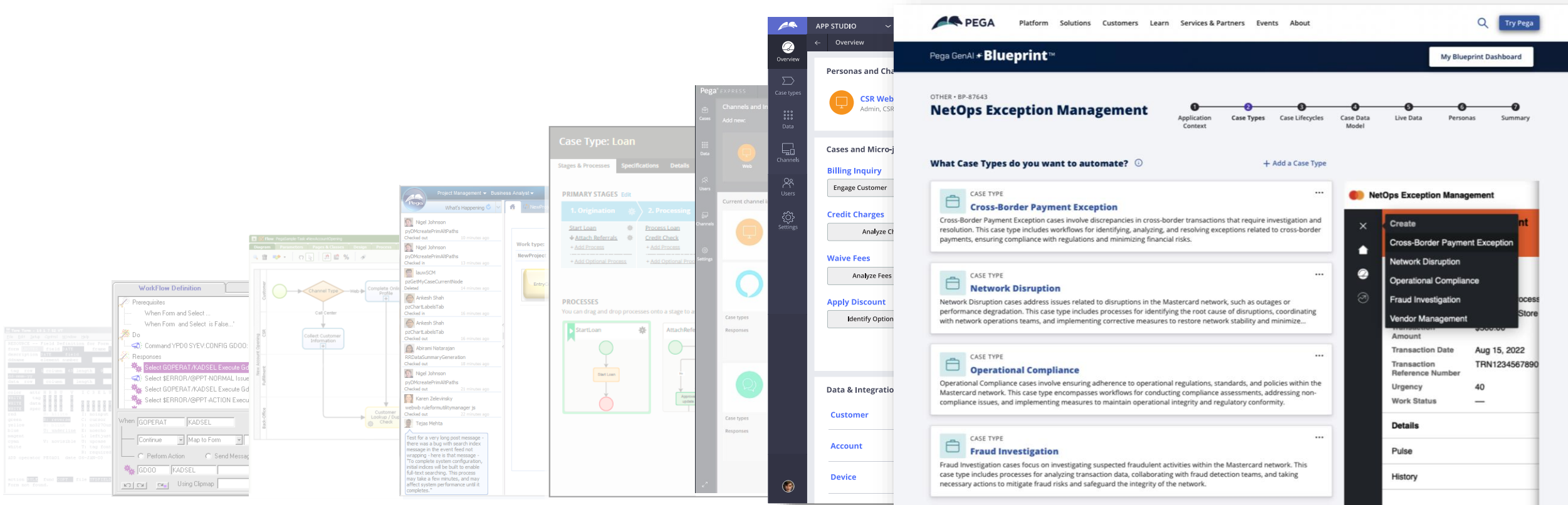
Exchange: The latest and future developments of Pega Infinity™

Steve Bixby, SVP, Product Engineering, Pega
Sam Tremlett, Director of Product Management, Pega



Architectural evolution

Advancing model-driven, low-code application development for over 40 years



CICS HTML Java CSS Mobile REST Cloud Choice Containerization Multi-cloud ZeroOps
PL/1 VAX OpenVMS C++ Windows NT Unix Oracle Linux Cloud HTML5 CSS3 React Kubernetes GenAI



**Model-driven,
Future-proof
applications.**



General information about Pega's product vision and future direction for informational purposes only. This information is not a commitment, promise or legal obligation to deliver any material, code, or functionality and the development, release and timing of any features of functionality described for our products remains at our sole discretion

Mature, tried-and-tested
AI-powered decisioning engine

Sense

Event processing

Predict

Adaptive analytics

Decide

Next Best Action

Analyze

Process Mining

Interpret

Email & Chat Bot

Made possible with
Generative AI

Create

Writing emails & docs

Summarize

Interactions & attachments

Translate

Localizing

Research

Insights & dashboards

Generate

Complex workflows & application development

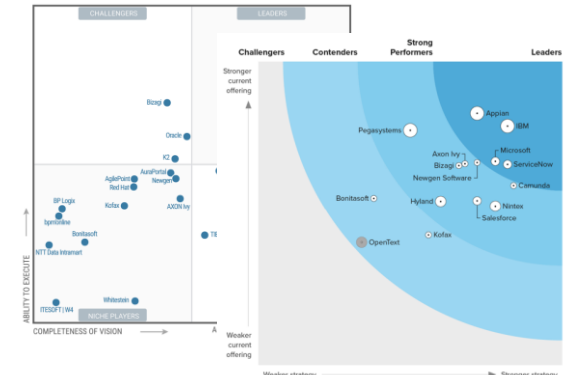


The Automation Market is Changing

The automation market is getting in the "BOAT"



Low-code
(Application Dev.)



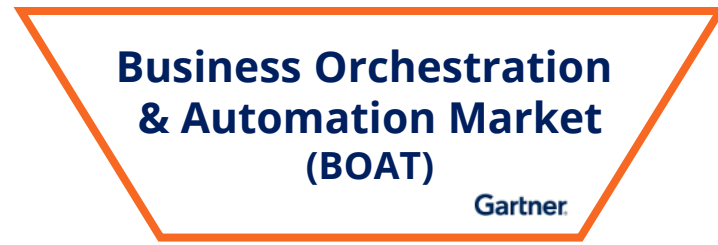
BPA
(Process Orchestration)



RPA
(Task Automation)

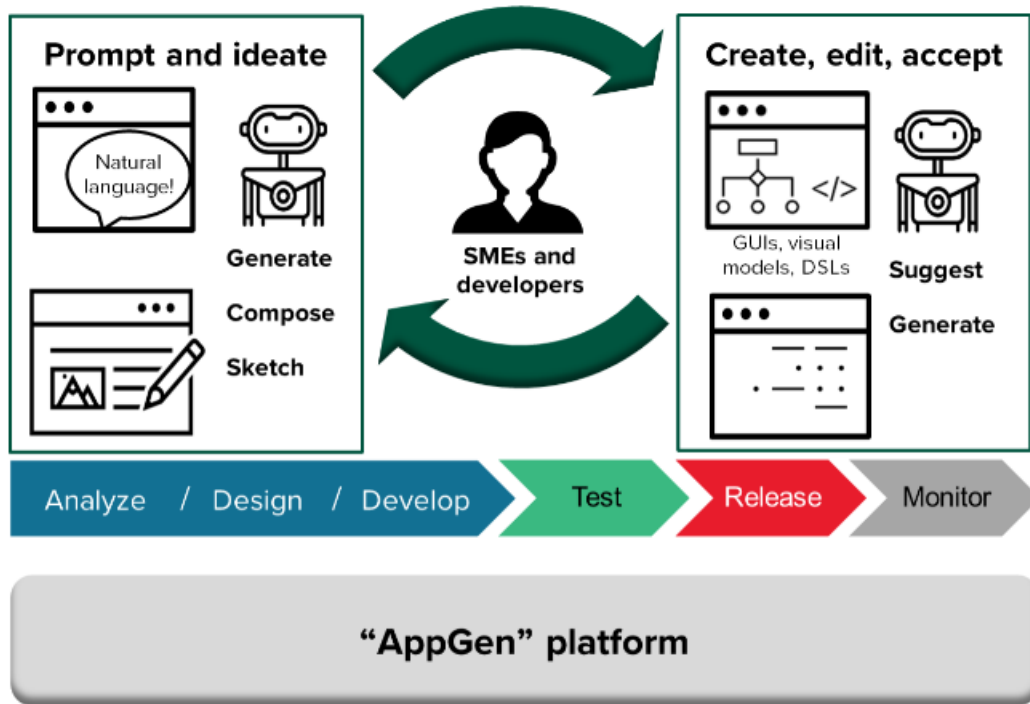


iPaaS
(Enterprise Connectivity)



The Automation Market is Changing

AI Application Generation Platforms



FORRESTER®

TRENDS REPORT

The Rise Of Application Generation Platforms

Low-Code And GenAI Will Merge To Revolutionize Software Development

May 7, 2024

By John Bratincevic, Diego Lo Giudice with Chris Gardner, Stephanie Balaouras, David Mooter, Christopher Condo, Andrew Cornwall, Devin Dickerson, Lauren Alexander

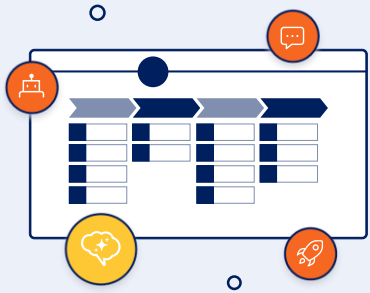
*“The enterprise application “domain knowledge” moat will drain...the remaining “moat” for enterprise application vendors was domain knowledge and industry best practices as encoded in their high-priced software. AppGen will drain this moat...**because AI makes domain knowledge and best practices instantly available and integrates them with the act of development.** The only option available to large app vendors is to encode domain knowledge into genAI models supporting dynamic, bespoke software; transform into AppGen platforms; and let the market decide whether this knowledge is sufficient to justify choosing their platforms over others.”*

John Bratincevic, Forrester, Low-code & Citizen Dev.

The Automation Market is Changing

Pega will be THE AI App Generation Platform, especially for legacy modernization

Prompt and ideate



Pega GenAI ✦
Blueprint™

- ✓ Generate
- ✓ Compose
- ✓ Sketch



PEGAInfinity™
24.1

- ✓ Suggest
- ✓ Generate

Create, edit, accept



1 | Gather Requirements

2 | Create Workflows

3 | Design & Create UI

4 | Integrate & Test

5 | Deploy & Drive Adoption



"AppGen"
Platform

Roadmap direction

Key themes for 2025 and beyond

Blueprint enabled transformation & legacy modernization

Modern UX across channels (Constellation)

AI-assisted SDLC

Autonomous agentic automation and orchestration (AI-optimized, user supervised)

Autonomous, omni-channel service

Outbound marketing automation and journey orch

Multi-agent marketing and engagement optimization

Modern, container-powered cloud infrastructure

Constellation Roadmap for Pega Infinity '25

- Modernization tools
- Pre and Post data transform support for embedded fields
- Auto-save form data (prevent accidental data loss)
- Support Post types in Pulse in constellation
 - Eg: private pulse
- Import from Excel/spreadsheet
- Conditional formatting of UI (List columns/rows)
- Master detail patterns / Additional information in overlay
- Streamline case data editing
- Self-service
 - Alternative OOTB UX systems (i.e. USWDS)
 - More confirmation view configurations
 - Associate assignments with an external users
 - UI controls designed for self-service
 - i.e. Checkbox cards
- Accessibility improvements
- Additional Theming capabilities
- Localization support – portal nav, home page
- Dynamic forms

Constellation Gallery Components in App Studio

Make it easier to low-code developers to discover and use DX Component with App Studio

PEGA

Find components

Getting Started

- Fields
 - Actionable button
 - AutoSave Field
 - Barcode
 - Case reference
 - Checkbox Trigger
 - ImageMagnify
 - Masked Input
 - Password Input
 - QRCode
 - Scheduler
 - Signature Capture
- Widgets
 - Banner
 - Calendar
 - Card Gallery
 - Case Hierarchy
 - Case Launcher
 - Chat GenAI
 - Display Attachments
 - Gantt Chart
 - Kanban board
 - Network Diagram
 - OAuth Connect
 - Shortcuts
 - Utility List
- Templates
 - Compare Table Layout
 - Dynamic Hierarchical Form

Getting Started

Welcome to the Constellation DX Components UI Gallery!

Constellation's flexible architecture empowers advanced users (professional front-end developers with ReactJS and web technology expertise) to extend the platform. You can achieve this by programmatically combining core Constellation presentational components and leveraging the Constellation DX API to build custom components, known as "Constellation DX components."

This gallery provides a collection of ready-to-use and customizable components. Explore them directly or [delve into the source code](#) for deeper understanding. Use this resource to gain inspiration, best practices, and a solid foundation for implementing Constellation DX components.

How to use the UI Gallery

Pre-built versions of these components is available as a RAP file for easy import into your Pega application. Get them on GitHub: <https://github.com/pegasystems/constellation-ui-gallery/releases>

Each Constellation UI Gallery release offers two RAP files:

- ConstellationUIGallery_x_x_x.zip:** This includes a complete, standalone application called "Computerland" showcasing all the components in action.
- ConstellationUIGallery_x_x_x_COMPONENTS_ONLY.zip:** This leaner option provides only the Constellation DX components packaged as Rule-UI-Component rules.

Compatibility:

These components are confirmed to work with Pega Platform versions 23 and 24. To ensure compatibility, follow these guidelines:

- Pega '23:** Use version 1.x and the release/1.x.x branch.
- Pega '24.1:** Use version 2.x and the master branch.

Important Note:

While the components themselves are provided, some require additional setup to function fully. This might include creating specific classes, data pages, activities, or other rules within your application layer. If you choose the "Components Only" RAP, you'll need to recreate these supporting elements for runtime functionality.

Constellation Gallery Components in App Studio

Make it easier to low-code developers to discover and use DX Component with App Studio

- Provide a rule-based model for custom DX component assets
- Import and browse DX components directly in App Studio
- Eliminate the need for front-end skills to use existing DX Components
- Pega as source control for DX Components
- Reduce skills required (npm, React, Git, etc.)

The screenshot displays the 'APP STUDIO' interface for 'Application: Pega Customer Service'. The main view is the 'Library' section, specifically the 'DX Components' tab. A sidebar on the left contains navigation options: Overview, Autopilot, Case types, Data, Channels, Explore Data, Library (selected), Users, and Settings. The main content area shows a grid of component cards, each with a title, library name, version, and update date. A context menu is open over the 'Barcode' component, showing options: 'Remove from application', 'Change version', and 'View references'. Other components visible include 'Actionable button', 'Calendar', 'Compare table layout', 'Image magnify', 'Map', 'QR code', and 'Shortcuts'. A 'Marketplace' section on the right offers to 'Add components to your application to enable new capabilities'. A 'Create Rule' button is visible in the top right of the Library section.

Platform maintenance via patch releases

Pega is dedicated to providing a seamless *upgrade* and *patch maintenance* experience

- **Introduced with Pega Infinity 8.1 (Oct 2018):**
 - Zero downtime minor upgrades
 - Fully automated patch maintenance on Pega Cloud
 - Prescriptive upgrade guidance on Pega Community
 - Patch regressions identified in the **LATEST AVAILABLE PATCH** will be treated with top priority and hot-fixed immediately

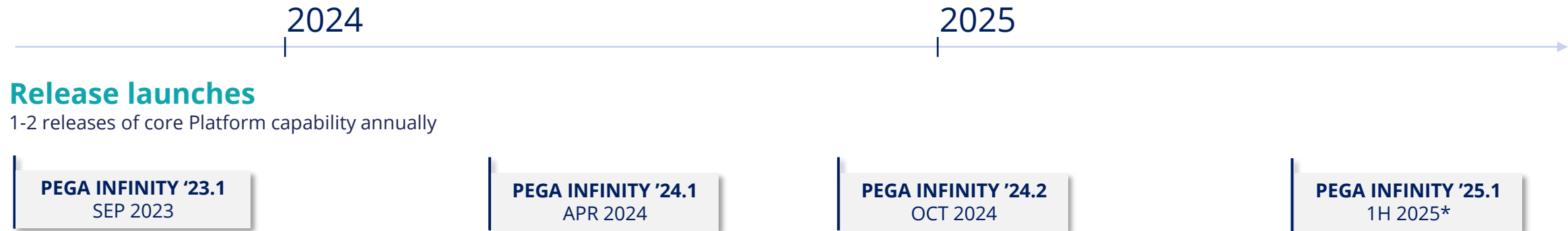


Patch Releases

- **Highest Quality, Most Secure Software**
- Fixes and security remediations prepared for any given customer **will be made available to every customer.**
- **Quality Assured**
- All fixes are **fully integrated and regression tested** together.
- **Improved Maintainability**
- **Cumulative and uniquely versioned**, allowing easy deployment and change management.

Pega Infinity™

Release cadence



Release launches

1-2 releases of core Platform capability annually

Platform patches

Security & quality improvements released frequently with zero-downtime installation.

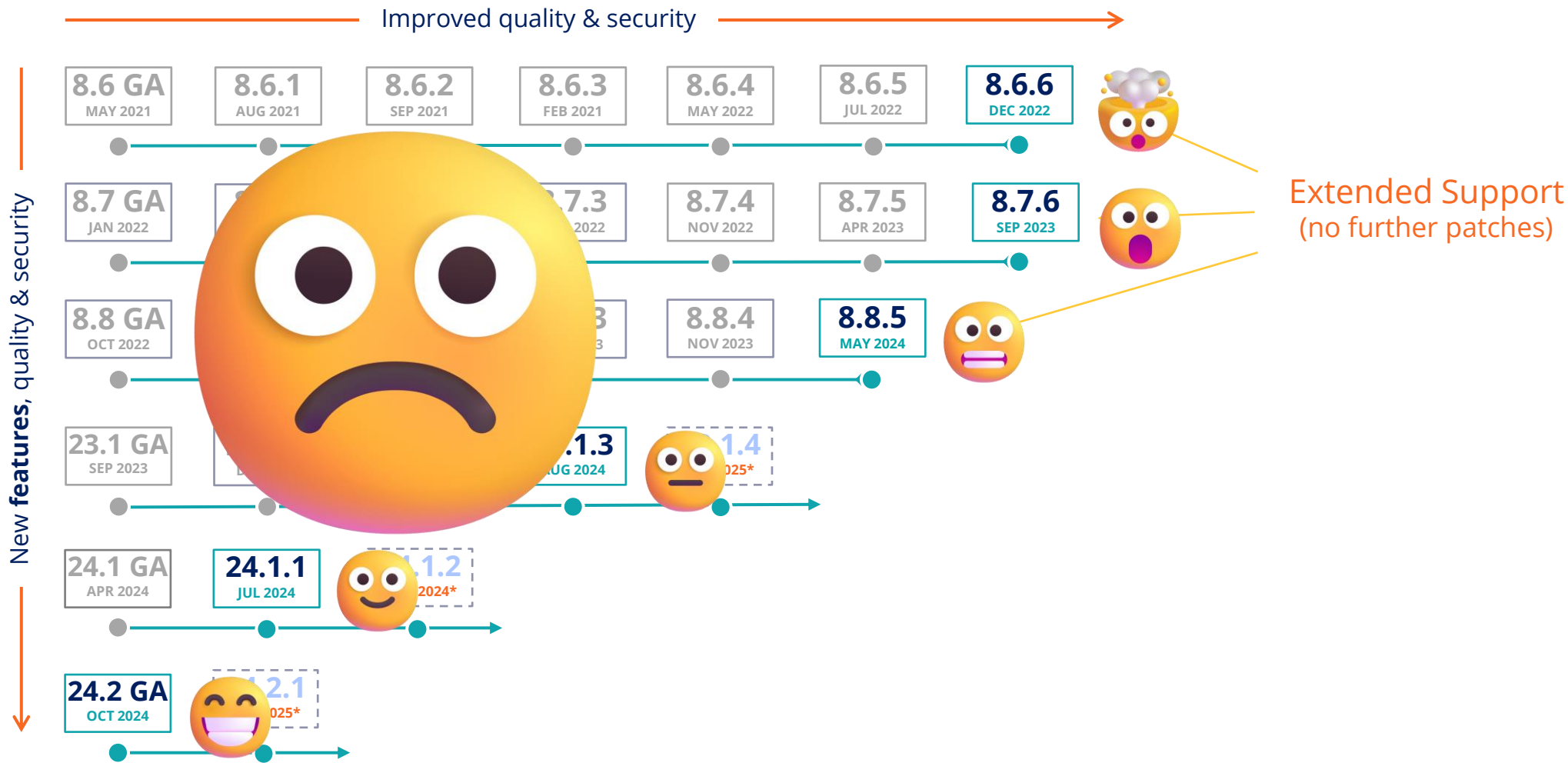


Continuous improvement

Launch and evolve Platform services on Pega Cloud. Introduce and improve Pega Marketplace components.



Pega Infinity Platform Patch Releases



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